

Dear Provider Staff Member,

Thank you so much for your assistance with the FY22 DMHAS Consumer Satisfaction Survey. We truly could not do this without your help. Here, we lay out the various options for participating in the survey this year and identify some important modifications to the usual process.

[Are you surveying the usual way? Click here to skip ahead.](#)

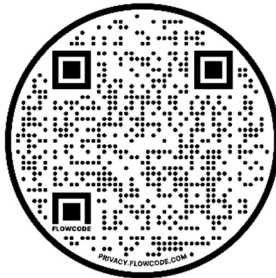
### **Online Survey Option**

Two online surveys (English and Spanish) are available and may be accessed directly via smartphone, tablet, or computer.

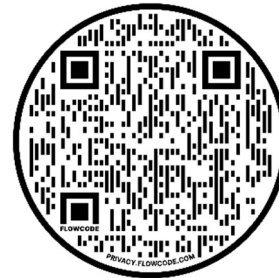
These QR codes may be scanned to bring the user to the links below. The survey links will also be featured prominently on the [DMHAS home page under Featured Links](#), and on the [DMHAS Consumer Satisfaction Survey web page](#).

You are welcome to include the following information on your own website, or share it during telehealth sessions.

**English**



**Spanish**



[https://portal.ct.gov/dmhas\\_css\\_english\\_22](https://portal.ct.gov/dmhas_css_english_22)    [https://portal.ct.gov/dmhas\\_css\\_spanish\\_22](https://portal.ct.gov/dmhas_css_spanish_22)

We have also developed wallet cards for your use, which are linked here: [DMHAS Consumer Satisfaction Survey web page](#).

**To avoid any unintentional breaches of protected health information, do not share this info via unsecured email or text message. [\(Email addresses and phone numbers are considered PHI.\)](#)**

Review the instructions for consumers and familiarize yourself with the general flow of the survey.

We have online guidance for respondents here and here (Spanish)

[Advise your clients on what to select for program name after they select the provider.](#)

As the information in the survey is based on the data in DDaP, clients may not be familiar with how we label the programs.

There is a list of your organization's programs included in this package of informational materials.

You may wish to use the wallet card templates for communicating this information- please see example on the next page.



***It will be important for the respondent to select something for program name – even if it is “no program” – because this will trigger the correct skip logic in the survey.***

**If no option is selected, the respondent will have to wade through many pages of options for other providers.** If the respondent forgets to select a program, the **Prev** button may be clicked to go back.

The **Prev** and **Next** buttons, located at the bottom of survey pages, may be used for navigation within the survey.

BHH providers should work with their clients to ensure that they answer the additional BHH questions, which will appear when the respondent indicates that they are a BHH client.

### **Paper Survey Option**

You may continue to use the paper survey forms, as we have done for many years. These materials may be found on the [DMHAS Consumer Satisfaction Survey web page](#). The data should be entered into DDaP in the customary manner.

### **Sample Sizes**

*Due to the pandemic, sample sizes should be regarded as guidelines rather than requirements.* It may be easiest to look to previous years as a guide. You may use the table in the instructional document on the CSS web page, or you may use the sample size calculator located here: <https://surveysystem.com/sscalc.htm>.

### **Getting in Touch**

If technical assistance is needed, you may email Karin Haberlin at [Karin.Haberlin@ct.gov](mailto:Karin.Haberlin@ct.gov) with your name, organization, contact information, and brief description of the issue. Please note that due to the pandemic, we continue to work remotely, and electronic mail is preferred.